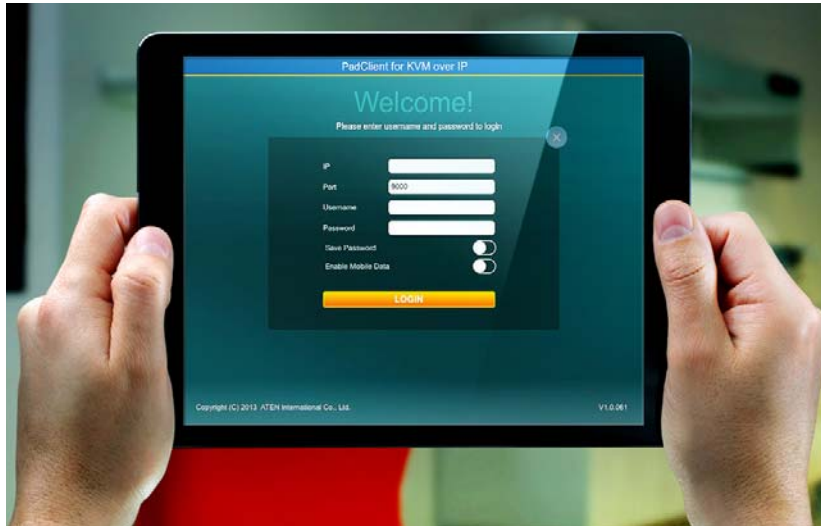
PadClient

User Manual



www.aten.com

User Information

Online Registration

Be sure to register your product at our online support center:

International	http://eservice.aten.com

Telephone Support

For telephone support, call this number:

International	886-2-8692-6959
China	86-10-5255-0110
Japan	81-3-5615-5811
Korea	82-2-467-6789
North America	1-888-999-ATEN ext 4988
United Kingdom	44-8-4481-58923

User Notice

All information, documentation, and specifications contained in this manual are subject to change without prior notification by the manufacturer. The manufacturer makes no representations or warranties, either expressed or implied, with respect to the contents hereof and specifically disclaims any warranties as to merchantability or fitness for any particular purpose. Any of the manufacturer's software described in this manual is sold or licensed *as is*. Should the programs prove defective following their purchase, the buyer (and not the manufacturer, its distributor, or its dealer), assumes the entire cost of all necessary servicing, repair and any incidental or consequential damages resulting from any defect in the software.

The manufacturer of this system is not responsible for any radio and/or TV interference caused by unauthorized modifications to this device. It is the responsibility of the user to correct such interference.

The manufacturer is not responsible for any damage incurred in the operation of this system if the correct operational voltage setting was not selected prior to operation. PLEASE VERIFY THAT THE VOLTAGE SETTING IS CORRECT BEFORE USE.

Overview

The ATEN PadClient is an app for iPad tablet computers that provides secure remote access to computers connected to compatible KVM over IP switches (see *Requirements* below). The PadClient gives data center managers real-time remote desktop and power control* of servers over a network connection from an iPad. The PadClient features a toolbar, on-screen keyboard, mouse modes and finger gestures for control. The app provides easy desktop access with tools to mange servers connected to a KVM over IP switch.

*****Power control requires a "PN" series Power Over the Net™ PDU.

Requirements

- iPad tablet computer with iOS 7 or higher
- PadClient app
- ATEN KVM over IP switch:
  - KN4116, KN4132, KN4116v, KN4132v, KN4124v, KN4140v, KN2116A, KN2116v, KN2132v, KN2124v, KN2140v and KN2132 with firmware 1.7.162 or higher
- PN Series Power Over the Net™ PDU

PadClient Installation

To download and install the ATEN PadClient app, do the following

1. From the iPad, go to the App Store.
2. Search for “ATEN PadClient”.
3. Install the PadClient on the iPad.

Input Language

If the input language on the iPad is not English – please set the input language of the computer you are accessing to English. This ensures the settings are correct for multiple language outputs. A double conversion of any language will cause the keyboard input to fail. The table below provides an example.

iPad Setting: Dutch Keyboard	Type →	KN2/4	Transfer → Keystroke to Dutch	PC Input Setting: Dutch Keyboard	Transfer → Keystroke to Dutch	Failure
iPad Setting: Dutch Keyboard	Type →	KN2/4	Transfer → Keystroke to Dutch	PC Input Setting: English Keyboard	Transfer → No Language	Success

PadClient

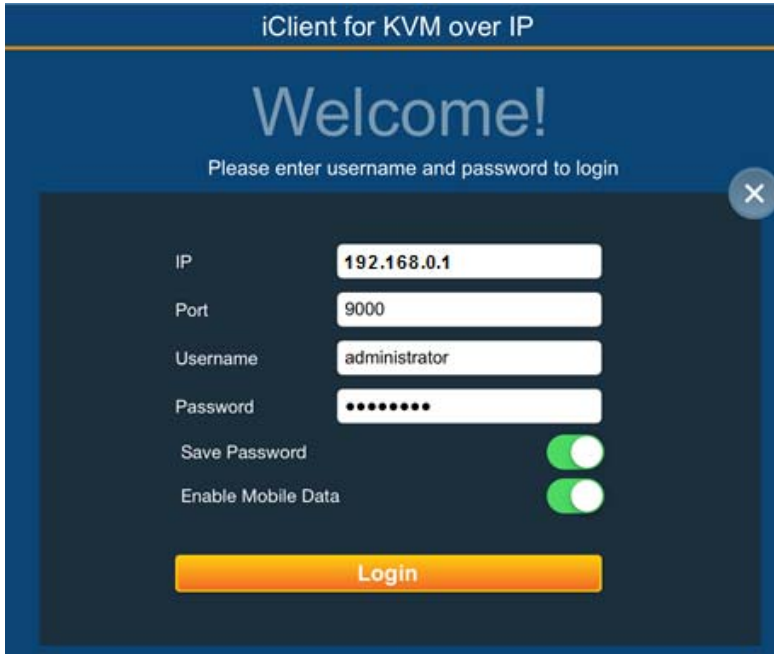
Click the ATEN *PadClient* shortcut to open the app. The **Welcome** screen appears:

The Welcome screen allows you to select a KVM over IP switch to connect to. Switches are listed by IP address. Press any KVM switch on the list to enter the login screen for that device.

- **Recent**: Lists KVM switches that were accessed in the last few sessions.
- **Edit**: Press to delete switches from the *Recent* list.
- **All Devices**: Lists KVM switches discovered over the network connection.
- **My Favorite**: Lists KVM switches set as favorites. Press the star icon to set any switch as a favorite. When a pop-up window appears **Name Your Favorite** and press **Save**. The name and IP address appear in the favorites list.
- Press **Login** to enter the authentication screen.

Authentication

When you press Login or a KVM switch on the Welcome screen, the *Authentication* screen appears:



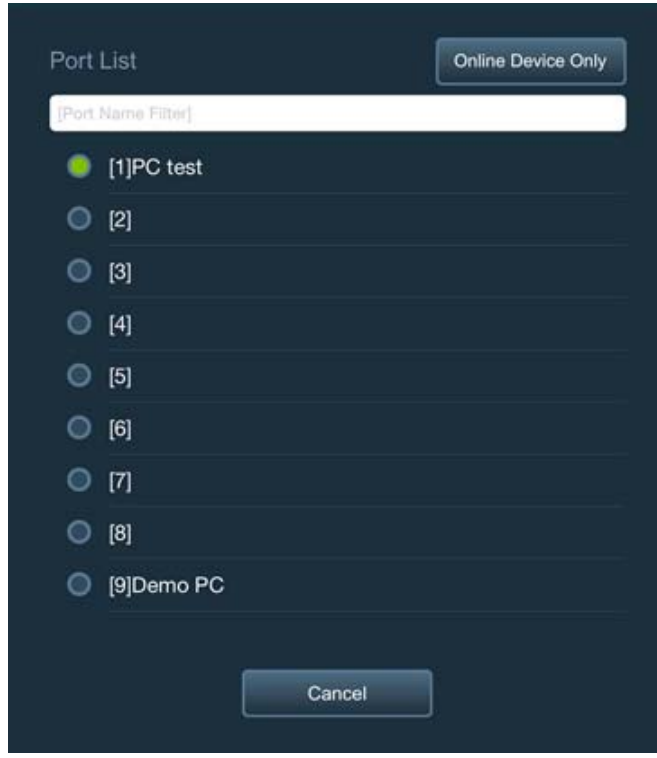
Enter the information to connect to the KVM over IP switch:

- **IP**: Enter the IP address of the KVM over IP switch.
- **Port**: Enter the port number of the KVM Over IP switch. (default: 9000)
- **Username/Password**: Enter a username and password created on the KVM over IP switch.
- **Save Password:** Press this button to save the password used to access the KVM Over IP switch.
- **Enable Mobile Data**: Press the button to allow the iPad to use a mobile data connection* when a wifi connection isn't available.
- Press **X** to return to the Welcome screen.
- Click **Login** to connect to the KVM over IP switch.

Note: Additional charges may apply when you enable mobile data connections. ATEN is not responsible for these charges. See your mobile service plan for details.

Port List

When you Login from the Authentication screen, the *Port List* appears:

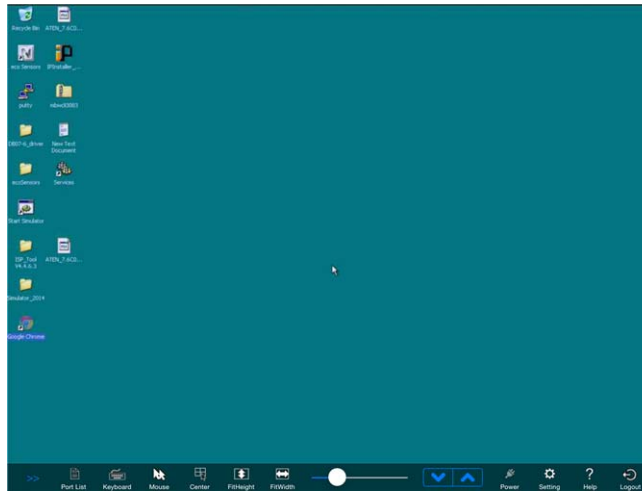


The Port List displays all ports on the KVM over IP Switch. Swipe the list up or down to scroll and view more ports.

- indicates the computer is on-line. Press to access the port.
- indicates the computer is off-line.
- Press **Online Devices Only** to display ports with computers that are online.
- Press **Show All Devices** to display all ports.
- Enter text in the **Port Name Filter** box to filter the Port List.
- Press **Cancel** to exit the Port List.

Port Access

When you connect to a computer from the Port List, the desktop appears:



Slide your finger across the screen to move the mouse and tap items to select. Use the tables below for on screen gestures.

Single Finger Gestures

Gesture	Action
Tap	Left mouse click
Move on screen	Moves mouse pointer

Two Finger Gestures

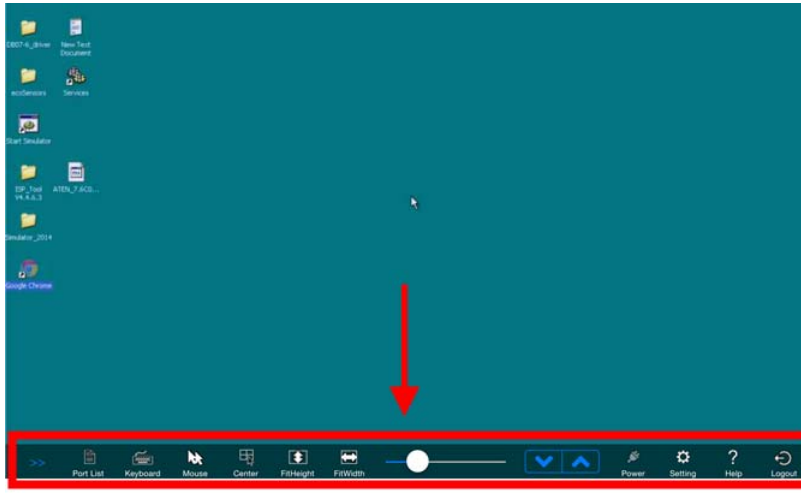
Gesture	Action
Swipe up	Pan desktop up
Swipe down	Pan desktop down
Swipe left	Pan desktop left
Swipe right	Pan desktop right
Tap then tap with left finger	Left mouse click
Tap then tap with right finger	Right mouse click
Pinch	Zoom in
Spread	Zoom out

Three Finger Gestures

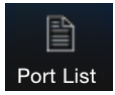
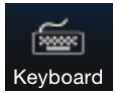
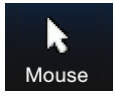
Gesture	Action
Swipe up	Show PON settings
Swipe down	Show keyboard
Swipe left	Show video settings
Swipe right	Show port list
Swipe to lower right	Hide toolbar
Tap	Reset mouse position to center view
Long press	Toggles absolute and relative mouse modes
Spread vertical	Auto resize height to fit the screen
Spread horizontal	Auto resize width to fit the screen

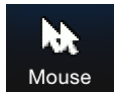
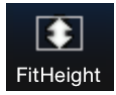
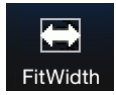
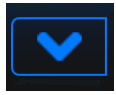
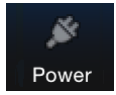
Toolbar

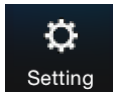
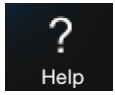
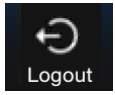
When accessing a computer the toolbar appears at the bottom of the screen with options.



Use the table below for instructions on the options available from the toolbar.

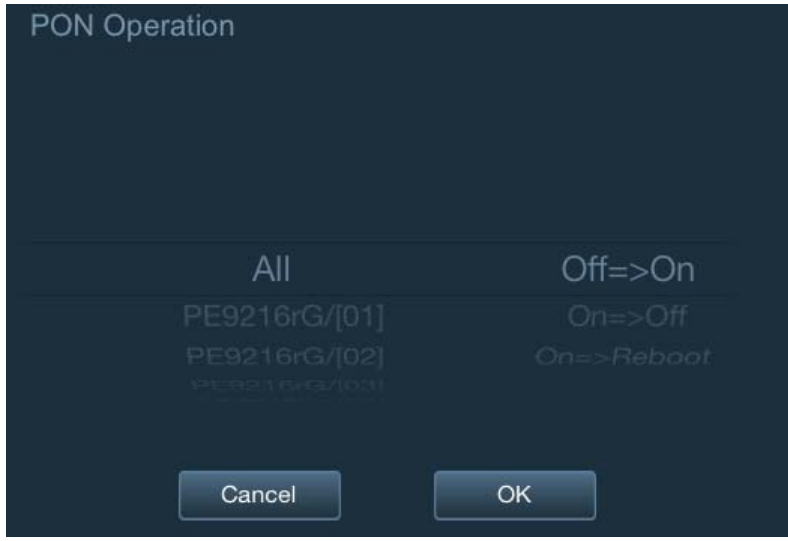
Button	Name	Description
	Port List	Opens the Port List allowing users to select the ports that they have permission to access.
	Keyboard	Opens the on-screen keyboard. If you have any trouble typing with the keyboard or with the language input settings, see *Input Language*, page 4.
	Absolute Mouse	There are two mouse modes. With Absolute Mouse mode, when your finger taps the screen, the mouse cursor will move to where you tapped on the screen. Click to toggle between Absolute and Relative mouse mode.

Button	Name	Description
	Relative Mouse	There are two mouse modes. With Relative Mouse mode, put your finger on the screen and slide it in the direction that you want the mouse cursor to move. The mouse cursor will not move to where your finger is but will move in the direction that your finger slides on the screen. Click to toggle between Absolute and Relative mouse mode.
	Center Mouse	Resets the mouse position to the center of the screen.
	Fit Height	Auto resizes the desktop height to fit the iPad screen.
	Fit Width	Auto resizes the desktop width to fit the iPad screen.
	Zoom Bar	Desktop Zoom: Drag bar to right to zoom in. Drag bar to left to zoom out.
	Mouse Scroll Down	Click to scroll the mouse wheel down.
	Mouse Scroll Up	Click to scroll the mouse wheel up.
	PON	Allows power control of a port on a KVM switch that is associated to an outlet on a “PN” series PDU. See *PON Operation*, page 13, for details.

Button	Name	Description
	Video Settings	
	Preset	The preset button allows you to set and save custom video settings and revert back to the default video settings.
	Performance	Use the slide bar to select the type of internet connection that the local client computer uses. The switch will use that selection to automatically adjust the Video Quality and Detect Tolerance settings to optimize the quality of the video display. Since network conditions vary, if none of the pre-set choices seem to work well, you can select Advanced and use the Video Quality and Detect Tolerance slider bars to adjust the settings to suit your conditions.
	Video Quality	Drag the slide bar to adjust the video quality. The larger the value, the clearer the picture and the more bandwidth is used over the network. Depending on the network bandwidth, a high value may adversely affect response time.
	Detect Tolerance	This setting relates to the video quality. It governs detecting or ignoring pixel changes. A high setting can result in a lower quality video due to less data transferred. A lower setting will result in better video quality but setting the threshold too low may allow too much data to be transferred, negatively impacting network performance.
	Help	Click to open a window with an explanation of the toolbar functions.
	Logout	Click to log out of the KVM over IP switch.

PON Operation

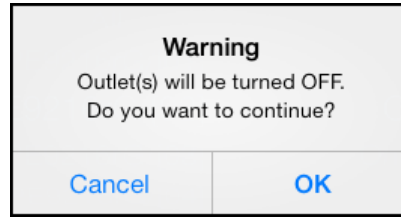
When you select Power from the toolbar the *PON Operation* window appears:



All ports that are associated with a PON outlets on the KVM switch will appear in the list to the left. Swipe to scroll through the list and select an individual port or **All**. From the options list on the right, select:

- **Off=> On**: Powers on an outlet that is currently off.
- **On=> Off**: Powers off an outlet that is currently on.
- **On=> Reboot**: Reboots an outlet that is currently on.

After selecting the power option a Warning message appears:



Click **OK** to continue. Click **Cancel** to exit without executing the power option.

Technical Support

International

- For online technical support – including troubleshooting, documentation, and software updates: **http://support.aten.com**
- For telephone support, see *Telephone Support*, page 2:

North America

Email Support		support@aten-usa.com
Online Technical Support	Troubleshooting Documentation Software Updates	http://www.aten-usa.com/support
Telephone Support		1-888-999-ATEN ext 4988

When you contact us, please have the following information ready beforehand:

- Product model number, serial number, and date of purchase.
- Your computer configuration, including operating system, revision level, expansion cards, and software.
- Any error messages displayed at the time the error occurred.
- The sequence of operations that led up to the error.
- Any other information you feel may be of help.